

# This Computes!

Department of Health Care Services  
Children's Medical Services Network  
(CMS Net) - Information Bulletin # 423



## CMS, PEDI, Panel web applications - Use Compatibility View in Internet Explorer 9 and above

Sometimes a website you're visiting doesn't look like you expect it to. Images might not show up, menus might be out of place, and text boxes could be jumbled together. Some additional symptoms include:

- Error 500/Page cannot be displayed when searching
- Nothing happens when trying to search for a SAR and clicking the Search button.
- Nothing happens when clicking on other buttons

This can be caused by a compatibility problem between Internet Explorer and the site you're on. When a site is incompatible with Internet Explorer, you'll see the Compatibility View button in the Address bar. You can only turn on Compatibility View in Internet Explorer for the desktop.

### To turn on Compatibility View

1. See if the Compatibility View button appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)



2. Tap or click the Compatibility View button to display the site in Compatibility View.
3. To turn Compatibility View on, click the Compatibility View button to make the icon change from a gray outline to a solid blue color.

Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn Compatibility View off by tapping or clicking the button again, so the icon changes from a solid blue to a gray outline.